



**Missing Information Reasons**  
 HeA Add-A-Person vs. Paper Add-A-Person  
**DECEMBER 2012**

| MI REASONS                              | HeA - Add-A-Person |                | Paper Add-A-Person |                | TOTAL        |
|---|--------------------|----------------|--------------------|----------------|--------------|
|   | COUNT              | %              | COUNT              | %              |              |
| Any Other Insurance in Last 90 Days     | 5                  | 17.24%         | 107                | 8.48%          | 112          |
| End Reason for Other Insurance last 90  | 5                  | 17.24%         | 113                | 8.95%          | 118          |
| End Date for Other Insurance in last 90 | 5                  | 17.24%         | 119                | 9.43%          | 124          |
| Income Documentation Invalid            | 4                  | 13.79%         | 105                | 8.32%          | 109          |
| Income Documentation Needed             | 3                  | 10.34%         | 190                | 15.06%         | 193          |
| Citizenship Status Proof                | 2                  | 6.90%          | 86                 | 6.81%          | 88           |
| Missing Application Signature           | 2                  | 6.90%          | 109                | 8.64%          | 111          |
| Profit and Loss Doc. for last 3 months  | 1                  | 3.45%          | 7                  | 0.55%          | 8            |
| SSN                                     | 1                  | 3.45%          | 100                | 7.92%          | 101          |
| Proof of Pregnancy                      | 1                  | 3.45%          | 36                 | 2.85%          | 37           |
| Other Ins/ Child or Pregnant Woman      |                    | 0.00%          | 2                  | 0.16%          | 2            |
| Child/Dependent Care Paid Proof         |                    | 0.00%          | 33                 | 2.61%          | 33           |
| US Citizenship/Child or Pregnant Woman  |                    | 0.00%          | 28                 | 2.22%          | 28           |
| Immigration Status Proof                |                    | 0.00%          | 28                 | 2.22%          | 28           |
| No Income Reported                      |                    | 0.00%          | 38                 | 3.01%          | 38           |
| Child or Pregnant Woman Date of Birth   |                    | 0.00%          | 2                  | 0.16%          | 2            |
| Gender of Child                         |                    | 0.00%          | 1                  | 0.08%          | 1            |
| Relationship to Head of Household       |                    | 0.00%          | 20                 | 1.58%          | 20           |
| Child's Father                          |                    | 0.00%          | 79                 | 6.26%          | 79           |
| Self Employment Schedule C Needed       |                    | 0.00%          | 5                  | 0.40%          | 5            |
| Deductible Expense Proof                |                    | 0.00%          | 8                  | 0.63%          | 8            |
| NAAN Documentation Needed               |                    | 0.00%          | 1                  | 0.08%          | 1            |
| Child's Mother                          |                    | 0.00%          | 41                 | 3.25%          | 41           |
| Due Date of Pregnant Woman              |                    | 0.00%          | 1                  | 0.08%          | 1            |
| Name of Pregnant Woman                  |                    | 0.00%          | 3                  | 0.24%          | 3            |
| <b>Grand Total</b>                      | <b>29</b>          | <b>100.00%</b> | <b>1,262</b>       | <b>100.00%</b> | <b>1,291</b> |

1.The count represents multiple MI's and is not indicative of the number of applications.



# Missing Information Reasons

HeA AER vs. Paper AER

DECEMBER 2012

| MI REASONS                              | HeA AER    |                | Paper AER    |                | TOTAL        |
|---|------------|----------------|--------------|----------------|--------------|
|   | COUNT      | %              | COUNT        | %              |              |
| Income Documentation Needed             | 393        | 56.30%         | 1,953        | 19.36%         | 2,346        |
| Income Documentation Invalid            | 135        | 19.34%         | 2,049        | 20.31%         | 2,184        |
| Child/Dependent Care Paid Proof         | 57         | 8.17%          | 445          | 4.41%          | 502          |
| Profit and Loss Doc. for last 3 months  | 25         | 3.58%          | 200          | 1.98%          | 225          |
| Missing Application Signature           | 16         | 2.29%          | 1,159        | 11.49%         | 1,175        |
| Self Employment Schedule C Needed       | 14         | 2.01%          | 172          | 1.70%          | 186          |
| End Date for Other Insurance in last 90 | 12         | 1.72%          | 1,301        | 12.90%         | 1,313        |
| End Reason for Other Insurance last 90  | 12         | 1.72%          | 1,300        | 12.89%         | 1,312        |
| Any Other Insurance in Last 90 Days     | 11         | 1.58%          | 1,264        | 12.53%         | 1,275        |
| Deductible Expense Proof                | 9          | 1.29%          | 37           | 0.37%          | 46           |
| Citizenship Status Proof                | 6          | 0.86%          | 62           | 0.61%          | 68           |
| No Income Reported                      | 4          | 0.57%          | 86           | 0.85%          | 90           |
| Imm Doc Exp Date                        | 3          | 0.43%          | 31           | 0.31%          | 34           |
| Immigration Status Proof                | 1          | 0.14%          | 17           | 0.17%          | 18           |
| Name of Pregnant Woman                  |            | 0.00%          | 13           | 0.13%          | 13           |
| <b>Grand Total</b>                      | <b>698</b> | <b>100.00%</b> | <b>10089</b> | <b>100.00%</b> | <b>10787</b> |

1. The count represents multiple MI's and is not indicative of the number of applications.